



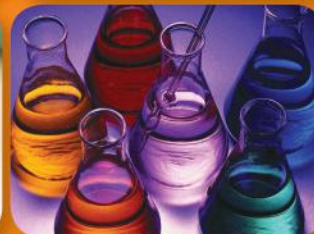
# 24<sup>th</sup> FAPA CONGRESS 2012

Bali, 13 - 16 September 2012

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## ABSTRACT BOOK



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## **PATIENTS' EXPECTATION OF PHARMACEUTICAL CARE IN PUSKESMAS: A QUALITATIVE STUDY**

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For the last decade in Indonesia, pharmacist roles and responsibilities has been more expanding from medication dispensing to patient-focused care services (Pharmaceutical Care). This alteration consequently will affect pharmacist-patient professional relationship, including interpersonal communication. To determine the relationship, pharmacist and patient rely on role perceptions of one another, which also form expectations of one another and influence the produced interaction.

The aim of study is to describe the patients' expectation of pharmacist associated with Pharmaceutical Care practice in Puskesmas.

We developed a semi-structure interview guide using a focus group of clinical pharmacists. The interview guide was used to direct face-to-face patient interviews at 5 different Puskesmas in East Java. The interviews were conducted in April and May 2011, recorded and transcribed verbatim. The interview transcripts were analysed to determine related themes.

Total 10 interviews were conducted. Several themes emerged from interview transcripts were medicines services, medicines information, self-surrender, and speedy health recovery.

The lack of patients' understanding of pharmaceutical care services could be one reason for the minimal patients' expectation from pharmacist.

**Key Words:** Puskesmas, Pharmaceutical Care, interpersonal communication, patient